

APPLICATIONS

Requesting new software or a license

How software gets approved, licensed and installed — and why we ask you not to self-install.

Open a ticket telling us:

- What you need to accomplish (sometimes a tool you already have does it)
- The software's name and website if you know it
- Who else needs it, and any deadline

What happens next

We check licensing and cost, security (some free tools bundle adware or worse), and compatibility with your setup — then get approval per your company's process, buy the license properly, and install it for you remotely.

Why not just install it myself?

Unvetted installers are one of the most common infection paths we see, "free for personal use" tools regularly violate business licensing (audits are expensive), and self-installed software is invisible to our updates and security monitoring. The ticket takes you two minutes; the cleanup from a bad installer can take days.